

Subject: Fwd: New submission from PBID website
From: Andy Pham <apham@sanpedrobid.com>
Date: 04/30/2017 07:29 PM
To: Lorena Parker <lparker@sanpedrobid.com>, Joe Pielago <jpielago@sanpedrobid.com>

Must be from lunch time... Also this is why we should not take auggie demand of advertising the trolley as 15 min.

----- Forwarded message -----

From: "jill@elevatewebdesigns.com" <jill@elevatewebdesigns.com>
Date: Apr 30, 2017 3:27 PM
Subject: New submission from PBID website
To: <apham@sanpedrobid.com>
Cc:

Your Topic

Trolley

Name

Mitchell Lane

Email

littleprince1977@yahoo.com

Comment or Question

Good Idea-- VERY BAD Execution!

My story: 4/30/17..1:25pm I went to stop "D" on your map, an UNMARKED place at W 6th St. and N. Centre St. and WAITED from 1:25p to 2:05pm in the sun (HOT)...NO clearly marked stop. But that didn't matter for me-- as NO RED CAR came...I saw two of them pass going toward the USS IOWA on S. Harbor Blvd (yes, you can see the cars on Harbor Blvd from the corner of W 6th St. and N. Centre St.--when one is constantly looking in that direction given their distinct color and shape)...In Addition, at 1:15p I had seen a RED CAR on W. 7th. from my Crowne Plaza hotel room going toward Harbor Blvd so I knew at that time the system was functioning. CLEARLY NOT FUNCTIONING WELL ENOUGH for a tourist to this PIT-- My first impression due to your malfunctioning system.

I became so DISGUSTED with the RED CAR system-- I GAVE UP-- I went to "Subway", bought a sandwich and returned to Crowne Plaza-- told them my experience-- they will NOT be recommending it to their patrons.

Also missing from any on-line info was the expected FREQUENCY of the RED CAR. As far as I am concerned-- the RED CAR is a massive stain on my experience in San Pedro.

I would like to know (email or USPS mail response requested) what you will do/have done to stop this from happening to other unsuspecting visitors to San Pedro....Suggestions: BETTER on-line info (saying that red car runs every 15 min., 20 min., or never [as in my case]), CLEARLY MARKED STOPS WITH MAPPED ROUTE AND TIME INFO at each stop... Like I said, you have a good idea, VERY POOR AND BAD IMPLEMENTATION...think like a tourist. (I just returned from Yokohama Japan, a country who's language I do not know-- they have a similar idea called the "Red Shoe" Red Trolley cars on tires...each stop clearly marked with times and routes--it's easy to do...And even if you don't speak Japanese-- and I used it a lot). I am a native English speaker-- and your RED CAR system failed miserably for me (and many who don't take the time to write).

Cordially Yours,
Mitchell Lane
2117 27th St.
Sacramento, CA. 95818